

# IT Managed Services & Audit for Fruit Company

## PROJECT DETAILS

 IT Managed Services, IT Strategy Consulting

 Apr. 2024 - Ongoing

 Confidential

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*"ZagTech has a wide range of engineers with good skillsets and they don't try to corner you into a solution."*

## PROJECT SUMMARY

ZAG Technical Services provides IT managed services and audits for a fruit company. The team handles PC and server patching, IT security, firewall management, troubleshooting, and system monitoring.

## PROJECT FEEDBACK

ZAG Technical Services uses additional resources to switch the client's systems to their RMM services and change endpoint security within a tight timeline. The team includes technical engineers in the project management to save time and money and demonstrates a good skillset and easy communication.




## The Client

Please describe your company and position.


I am the IT Director of Sage Fruit Company

Describe what your company does in a single sentence.

Sage Fruit grows and sales premium fruit products.

 Micheal Gagne  
IT Director, Sage Fruit Company

 Agriculture

 Yakima, Washington

## The Challenge

What specific goals or objectives did you hire ZAG Technical Services to accomplish?

- Provide top level security across all computer systems
- Give my team high level resources to lean on when needed
- Cut cost overall across company for technical services

### CLIENT RATING

5.0

Overall Score

Quality: 5.0

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



## The Approach

How did you find ZAG Technical Services?

Referral

Why did you select ZAG Technical Services over others?

- High ratings
- Close to my geographic location
- Pricing fit our budget
- Great culture fit
- Good value for cost
- Referred to me
- Company values aligned

How many teammates from ZAG Technical Services were assigned to this project?

6-10 Employees

Describe the scope of work in detail. Please include a summary of key deliverables.

We hired ZagTech for an ongoing managed service contract to take care of pc and server patching, firewall management and overall system monitoring. With this subscription they provide additional auditing and a plethora of other services. We have also used them on some upgrade projects and troubleshooting.

## The Outcome

What were the measurable outcomes from the project that demonstrate progress or success?

I had a tight timeline to get all of our systems switched over to thier RMM services. This included changing endpoint security etc.



ZagTech put additional resources on this to ensure we met our timeline. We have also used them for some other upgrade projects and they have a short leadtime to access engineers to make movement quick across projects.

## Describe their project management. Did they deliver items on time? How did they respond to your needs?

ZagTech includes the actual technical engineers in the project management. The non technical project manager gets the ball rolling quick and they include the technical folks in that conversation to save time. I enjoy this process as some companies make it so you have to go through the project manager to access the technical staff. This wastes time and money.

ZagTech takes a different approach that saves everyone time, money and frustration. I see more and more companies moving to managed IT resources. Even with in house IT teams, it makes sense to leverage some things outside the organizations.

## What was your primary form of communication with ZAG Technical Services?

- In-Person Meeting
- Virtual Meeting
- Email or Messaging App

## What did you find most impressive or unique about this company?

ZagTech has a wide range of engineers with good skillsets and they don't try to corner you into a solution. If you only want to use part of what they offer, they don't try to sell you on something else. I also find it unique how easy it is to communicate with anyone on their team from the top down.

## Are there any areas for improvement or something ZAG Technical Services could have done differently?



Any minor concerns I have encountered during projects have been addressed immediately.

